

NEWS RELEASE

FOR IMMEDIATE RELEASE

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Media Contact:

Leann Wilkerson, Utility Billing Supervisor

(830) 401-2457

lwilkerson@seguintexas.gov



New Billing Software Offers More Detailed Utility Bills *System to Offer Expanded Online Capabilities*

SEGUIN, Texas – The recent upgrade of the City of Seguin’s utility billing software will provide customers a more detailed bill, expanded self-service payment capability and new account numbers. The first of the new bills were mailed out this week.

“The big goal with this upgrade is to make the process as user-friendly as possible for the customer,” Utility Billing Supervisor Leann Wilkerson said. “These new bills provide more detailed information and give customers more options when it comes to online payment.”

The most noticeable of the changes is the way the bills look. They have a new layout and information intended to provide customers with tools needed to better monitor electric and water consumption. Bar graphs will clearly illustrate consumption for each of the past 12 months, providing information that customers can use to better budget utility costs.

Customers will also be assigned new account numbers. For customers currently set up with bank draft through the City of Seguin, no action is required. However, customers who use electronic payment systems through their bank or credit card company will need to update their account number with that entity. Failure to do so may result in payments not posting to customer utility accounts.

Beginning the week of March 24, the new software will offer expanded online options. Currently customers may set up automatic bank drafts but the new system will also allow that capability with credit cards. Customers will also have the ability to view their detailed bill online and opt into electronic billing. More information on setting up online accounts will be provided next week.

Questions can be directed to the Utility Billing Department at 830-401-2460.



City of Seguin
205 N RIVER ST
SEGUIN, TX 78155
(830) 401-2460

Pay online at www.seguintexas.gov

New acct. number

Account Number	AMOUNT DUE
XXXX-XXXX-XXX	\$163.74
Due Date	After Due Date Pay
2/25/2015	\$179.97
Service Address	
123 Fake Street	

BARCODE

Customer Name
123 Fake Street
Seguin, TX 78155

Mail to: CITY OF SEGUIN
PO BOX 591
SEGUIN, TX 78156

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.
Failure to receive a bill does not extend the time to pay.

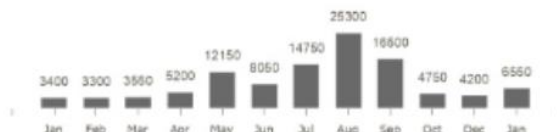
CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name			Service Address		Account Number	
Customer Name			123 Fake Street		XXXX-XXXX-XXX	
Status	Service Dates			Bill Date	Due Date	10% Penalty Added
	# Days	From	To			
Active	28	12/30/2014	01/27/2015	2/9/2015	2/25/2015	2/26/2015
Service	Previous		Current	Usage	PREVIOUS BALANCE \$174.45	
100-EL	68,400		69,172	772	PAYMENTS (\$174.45)	
200-WA	628,200		631,200	3,000	PENALTIES \$0.00	

KWH ELECTRIC



TGAL WATER



View and compare
month-to-month
consumption

PAST DUE AMOUNT	\$0.00
CUSTOMER CHARGE	12.00
ENERGY CHARGE	25.09
PCRF RESIDENTIAL	48.25
WA CAPACITY CHARGE	19.00
WA USAGE CHARGE	10.50
SW CAPACITY CHARGE	20.00
SW USAGE CHARGE	3.00
GARBAGE	14.19
RECYCLING	3.03
SECURITY LIGHTS	7.25

Tax	\$1.43
CURRENT BILL	\$163.74
AMOUNT DUE	\$163.74
AMOUNT DUE AFTER 02/25/2015	\$179.97

Final Payment Date: 02/17/2015

Checks presented to the City of Seguin will be processed as an EFT and may be debited from your account the same day. Your original check will not be returned.

About the City of Seguin

Seguin, Texas is located along Interstate 10, about 35 miles east of San Antonio. Seguin is big enough to boast a top-rated university and a state-of-the-art hospital. More than 25,000 residents enjoy a range of cultural, recreational and employment opportunities. Seguin's robust diversified economy features a steelmaker, a manufacturer of automotive parts, an engine manufacture and plants making roadside mowing equipment and building materials. In 2014, Seguin was proud to be selected by Siro Group USA as the future home of the company's North American manufacturing facility.

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